



## Frequently Asked Questions

### Replacement of Lead Water Service Connections, Road Repair Program and Other Work

**Q1. I am planning to move in the next few weeks. How can I be sure that the moving truck will be able to get to my home?**

A1. You will receive a notice from the contractor two days before the work begins on your street, specifying the expected starting date and length of the work. Access to homes will be maintained during work on sidewalks and public utilities. Vehicles will not have access to the street during milling and asphalt paving work, however. If the work has already started on your moving day, you will have to make arrangements with the site foreman and apply for a permit for the temporary occupancy of public property.

**Q2. I have a paving stone entrance and there are a number of bushes, decorative trees and perennials in our landscaping. How can we be sure that everything will be put back as it was before the work?**

A2. It is clearly stated in the contract that, once the work is completed, the contractor must restore all landscaping to its initial condition. If the contractor does not comply with the terms of the contract, he will be penalized and will not be paid for the work done until the situation is corrected. We suggest that as much as possible you take the precaution of removing any decorative elements, and also take photos to make sure that everything is restored to its initial condition.

**Q3. When will the no-parking signs be posted, and for how long will parking be prohibited?**

A3. The signs will be posted from 12 to 18 hours before the work begins on the planned date indicated on the notice distributed to all residents by the contractor. You will always be able to reach the contractor by phone, since his telephone number will be indicated on that notice.

**Q4. I would like to know when the work will be done. Is it possible to find out in which week it is scheduled, at least? (For instance, if residents are planning work on their home's French drains, it must be done after the work by the city of Montréal, and it is especially important for these dates to be planned with the resident's contractor.)**

A4. The specific starting date of the work will be indicated on the notice that the contractor distributes to residents. You will always be able to reach the contractor by phone, since his telephone number will be indicated on that notice. Keep in mind that the contractor is the one making decisions about timing; city employees do not have details regarding the work scheduled on different street sections.

**Q5. Can I get a telephone number to call for more information?**

A5. You will always be able to reach the contractor by phone, since his telephone number will be indicated on the notice he distributes to residents two days before the work begins.

**Q6. I would like to take advantage of the fact that the service connection will be accessible to have the private portion of my service connection changed. Is this possible?**

A6. No, you can replace the private portion of your water service connection only before or after the city work.

**Q7. Can I hire the contractor doing the work for the city to do the work on the private portion of my water service connection?**

A7. The city is not responsible for any agreements made on site between residents and the contractor. The contractor is not obliged to agree to do any work for residents – it is up to him and depends on how the work he has to complete under his contract with the city is proceeding. He will be penalized if that work is not done on time.

**Q8. Might my parking space be blocked?**

A8. Residents' parking spaces cannot be blocked for longer than 3 days when a driveway entrance is being rebuilt. In such cases the contractor will notify you on the day before the work begins, so that you can park your vehicle elsewhere. Parking spaces will be accessible at all times when the driveway entrance is not being rebuilt.

**Q9. Will the water be cut off during the work?**

A9. The water service connections will be done under pressure, so the water will not need to be cut off. If water may be shut off, the contractor will distribute door hangers informing residents of the length of time the water will be cut off. You will be notified 48 hours in advance.